



City of Annapolis

Recreation and Parks Department

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Recreation Advisory Board February 13, 2013

The Recreation Advisory Board of the City of Annapolis held its regularly scheduled meeting on February 13, 2013 at the Roger "Pip" Moyer Recreation Center. **Chair** Hamill called the meeting to order at 7:03p.m.

Present: **Vice Chair** Moyer, Aist, Hughes, Nelson, Rankin, B. Moyer, Lowman, Montgomery

Absent: **Chair** Hamill, Harrison

Guest: Templeton

II. January 9, 2013 Meeting Minutes

Mr. Hughes moved approval of the January 9, 2013 as meeting minutes as written. Mr. Lowman seconded the motion. The motion passed unanimously in a vote of 5-0.

III. Regular Business Before the Board

1. Director's Monthly Report to City Manager

Mr. Woodward reported that total revenues have declined by approximately \$40,000 or roughly 3% and this is something that the Board may want to discuss. The Department will review the numbers and decide what areas are mostly impacted by the decline but noted that membership is down. In order to address this, he established a committee to develop a membership retention study. The Committee will contact members to determine the reason for their dropping their membership. Mr. Lowman noted that there were concerns from City residents that the County patron's fees were lowered and City patron's fees were raised. Mr. Woodward responded that the County patrons remain higher than the City.

2. Director's Monthly Report to Advisory Board

A. Pip Moyer Open House – Lessons Learned

Mr. Woodward apologized for not attending the house and acknowledged the Department has identified some of the issues/concerns that the Board will address. Mr. Woodward noted that the Living Social passes netted the Department approximately \$15,000. There was consensus that there should not be another Open House. He suggested marketing the Department products so that it appears to be a necessity. Ms. Nelson discussed the staff's perspective on the Board approach so there needs to be better interaction among staff and the Board. Mr. Woodward would like to schedule more events with the Board and the management.

B. Security Concerns – Visitor Control

Mr. Woodward acknowledged that a plan needs to be established to address who is in the building. He held a meeting with the entire staff to discuss this concern. He believes that this will take a reengineering of the front desk so intend to implement the far right door as entrance only and far left as exit only. There will a floor monitor to direct the flow of traffic. Mr. Lowman suggested a sign in sheet. Mr. Moyer suggested that a staff monitor drop-ins so they are notified of the new procedures to ensure adherence. Mr. Woodward responded that there will be bracelets to identify paying customers. Those using the meeting facilities will be required to keep their own rosters for accountability. This will continue to be an evolving process.

C. Weekend and Evening Supervision

There was discussion regarding having a supervisor present during the weekend evening hours if it means working on an adjusted schedule.

D. Customer Service

Mr. Woodward reported that there will be customer service training and the intent is to ensure that everyone receives the same training. **Vice Chair** Moyer suggested using an incentive for staff to provide good customer service.

E. Policies and Procedures

Mr. Woodward noted that the Department is in the process of developing policies/procedures for the Recreation Center. This will eventually be used as the training manual.

F. User Fees

Mr. Woodward reported that the Department will do a market study of other jurisdictions' user fees for comparison purposes. He would like to bring the Department's user fees into an agency fund. The scholarship fund should be funded by the City and there should be some consideration for all the free uses of the building by other City agencies. This should be shown in the reports.

G. Operating Budget Status

Mr. Woodward noted that the Department submitted its operating budget to Administration and several enhancements were requested.

IV. New Business

Mr. Moyer discussed a concern raised by a member of the public interested in using the Recreation Center facilities. Mr. Woodward agreed to look into it.

Mr. Lowman provided a copy of a photograph of the storage room for volleyball. He explained that the damage to net three remains unfixed and there is a cart with spikes on it on the gym floor. Another noted, he added that the Dog Frisbee event was publicized in the Department's newsletter.

V. Old Business

Vice Chair Moyer revisited the Board vacancy and it was the consensus of the Board to recommend Ms. Templeton to fill this vacancy.

VII. Adjournment

Ms. Nelson moved to adjourn the meeting at 8:25pm. Mr. Montgomery seconded the motion. The motion passed unanimously in a vote of 8-0. The next meeting is scheduled for March 13, 2013 at the PMRC at 7:00pm.

Tami Hook, Recorder